

## INSTRUCTIONS TO FIND A DOCTOR OR CLINIC

If you need assistance, please make an appointment with and ISP Student Advisor or staff member.

1. Go to [www.fiig-insurance.com](http://www.fiig-insurance.com) to find a doctor's clinic or other medical provider in your area. Click on "Student" then "Washington" then "Bellevue Community College" and then "Find a Doctor or Hospital." A page called "Terms of Use" appears. Click on "I Accept."
2. Choose "Zip" or "City." If you choose Zip, then choose a distance that is close to either BCC or your home. If you choose City, choose Washington State.
3. Under **Provider Category**: Choose **Medical Providers**. Under **Provider Type**: Choose "All Medical Professionals."
4. Under **Plan**: Choose either plan, it doesn't matter.
5. Click "**More Options**" and then choose **PCP Type**: "General Practice" or "Family Practice." Both choices will give you a list of doctors that can help you with common illnesses or injuries.

If you want a Specialist Type, choose a specialty related to your condition. If you are unsure, see ISP Advisor.

Also, in **More Options** under "**Language**," you can search for medical providers who speak your language.

6. Click "**Start Search**." The choices you will see sometimes have maps, etc. If you need assistance, please see an ISP Advisor.

**Important:** Call the clinic (doctor's office) to make an appointment. Explain why you need to see a doctor. (If you must wait too many days for an appointment, then you may need to choose another doctor or clinic). Arrive 15 minutes early for your appointment if it is your first time to go to that doctor/clinic. You will need to fill out information forms.

**Bring your insurance card** with you and \$15 cash, check, or credit/debit card. \$15 is your co-pay amount and your responsibility to pay. The doctor's office will bill your insurance company for the remaining cost of your treatment. **Co-pays: Physician -- \$15 per visit; Hospital Emergency/Urgent Care Room -- \$50 per visit.** (If the doctor prescribes medicine for you, go to a pharmacy and pay for this medicine. To get a 50% refund for this medicine, fill out and send a Prescription Claim Form to the address on this form, which is at [www.fiig-insurance.com](http://www.fiig-insurance.com).)